

Minutes
Human Services Commission
Thursday, November 13, 2003
5:00 P.M.
Kiva – City Hall
3939 Drinkwater Blvd.
Scottsdale, AZ 85251

Present: Chairwoman Fausel, Vice-Chair Bachmann, Commissioners Bitenc, Coudroglou and Reid

Absent: Commissioners Bilsens and Resnick

Staff Present: Connie James, Mark Bethel, Dawn Cagan, Jan Cameron, Bill Exham, Vicki French, Phil Hershkowitz, Valerie Kime Trujillo, Tim Miluk and Tim Otsby

CALL TO ORDER

Chairwoman Fausel called the meeting to order at 5:00 pm.

APPROVAL OF MINUTES FROM THE OCTOBER 23, 2003 MEETING

Commissioner Coudroglou moved for approval of the October 23, 2003 meeting minutes; Commissioner Bitenc seconded and the motion carried unanimously.

HUMAN SERVICES COMMISSION RECOGNITION OF BILL EXHAM, COMMUNITY SERVICES GENERAL MANAGER

Connie James, Human Services Director, introduced the item. The Human Services Commission recognized Bill Exham, Community Services General Manager for his years of contributions to Human Services, as he retires in December. Ms. James read words from Commissioner Resnick.

Chairwoman Fausel presented Mr. Exham with a crystal heart clock with the following engraving:

Bill "The Xman", Community Services General Manager 1972 – 2003
Led with insightful compassion and created awareness of Scottsdale's
many human needs. Thanks and best wishes from your community
Human Services friends!

Mr. Exham shared how he first came to the Human Services Division and how the commission and staff then, through their caring for those in the community, made difficult decisions in order that those less fortunate would be helped. Mr. Exham also thanked the current Human Services Commission and staff for all of their hard work and most importantly, for caring for others, making difficult decisions and making a difference in the lives of Scottsdale citizens.

SENIOR ADULT BEHAVIORAL HEALTH TRENDS AND SERVICES

Karla M. Averill, M.A., CPC, Manager for the Bureau for Adult Service within the Division of Behavioral Health - Department of Health Services, provided an overview of current trends and available services to Senior Adults.

Vice-chair Bachmann asked how difficult it is for seniors who may be genetically depressed, to obtain diagnoses and proper medication. Ms. Averill said that Medicare does not pay for medications unless the patient has supplemental insurance; however, she said that depression can be easily diagnosed, if it can be detected, which is the harder piece to diagnosing seniors with depression.

Vice-chair Bachmann asked who pays for medication if not Medicare. Ms. Averill said that most of the medications are paid out of pocket, which means that many seniors do not receive the medications that they need. She added that one should contact their representatives because there is a bill in the House that requires Medicare to have a medication benefit. Ms. Averill added that if an older adult is 65 or older, they might be eligible for Medicaid, which pays for medications, as well as behavioral health care.

Commissioner Reid asked if older adults that are homebound and disabled are able to get the services they need. Ms. Averill said that they have a Gate Opener Program that utilizes non-traditional referral services. For example, seniors do interact with people such as grocery store clerks, mail carriers, bank employees, etc., and these people can be and are trained in seeing the signs of older adults that need behavior health assistance. These non-traditional referrals contact social workers and the social workers build a trust relationship with the senior, and are then able to provide services. The goal of the program is to assist that person to maintain their independence in their home. She added that unfortunately, what happens now in many cases is that the senior has a crisis, such as a fall, and they end up in a hospital, which can be devastating. She that unless all seniors obtain wrap around services that enable them to remain independent, they could end up in a supportive living environment.

TEEN LIFELINE

Michelle Moorhead, Executive Director of Teen Lifeline, along with "Rachel" who is a Volunteer Peer Counselor, presented an overview of current trends and available services.

Vice-chair Bachmann asked if the hotline ever receives calls from teachers or parents about a teen in trouble. Ms. Moorhead said yes, they do hear from both, as well as from social workers about teens; they also receive calls regarding what kind of services they have, or ask about a teens behavior and whether it is normal or not. She added that the hotline counselors focus on what they need either by supporting, listening or referring to the proper agencies, however, the bulk of the calls the hotline receives are from teens.

Vice-chair Bachmann asked Rachel how long she had been volunteering at Teen Lifeline. Rachel said that she has been volunteering for one year for about 6 hours a week, although many teens go everyday. Vice-chair Bachmann asked if Rachel sees herself doing this type of work as a career. She said yes, she is interested in the field of psychology – exploring the reasons and causes of problems and then helping people solve them. She added that volunteering for Teen Lifeline has a great affect on her life because when you finish a call, you

can take with you that you have made a difference in some one else's life. Vice-chair Bachmann asked for an example of a call that affected Rachel personally. Rachel said that she received a call from a young girl who, among other problems, was enduring an abusive stepmother. She said that the training is very specific and gives the volunteers detailed information on how to deal with certain issues. Rachel finished by saying that she did the best she could and believed that she helped the girl, but it was hard to deal with. Vice-chair Bachmann remarked that Rachel is a wonderful spokesperson for Teen Lifeline.

Chairwoman Fausel asked what are the funding sources for Teen Lifeline and what affects has declining funding had on the agency. Ms. Moorhead said that the agency receives a small grant from the state, but each year they begin fundraising and receive 67% of their funding from foundations. She added that there are a few new dollars available, but for the most part are just trying to maintain what they do. She said they just had a special event in October and raised \$40,000; they are also beginning to build individual donors, but they have been affected by what is happening to other non-profits. She also stated that they are in the process of moving in with two other non-profits that also help adolescent needs, which will foster joint programming and collaboration.

Chairwoman Fausel asked Ms. Moorhead to give out the number and web information to viewers. Ms. Moorhead said that Teen Lifeline can be reached at 602-248-8336 and 800-248-8336 and their website is www.teenlifeline.org.

DIVISION OF CHILDREN, YOUTH AND FAMILIES

Mary Lou Q. Hanley, Assistant Director, Division of Children, Youth and Families, DES and Ms. Janice Mickens, Program Administrator, Administration for Children, Youth and Families, DES, provided an overview of programs in the Department of Economic Security/Division of Children, Youth and Families including Child Protective Services and a variety of prevention and family support programs administered by the Division to strengthen Arizona families.

STAFF AND COMMISSION UPDATES

Connie James discussed the recent Section 8 sign up, which only happens every two years, and that they had over 600 people who signed up for housing. This amount is double from two years ago, and some of those are still on the waiting list. Ms. James also discussed the Summit: Building Blocks for the Future that will take place Friday, November 14, 7:30 am at the Sheraton in Mesa. Ms. James then mentioned the Thanksgiving Holiday, one of her favorite times of the year, and how thankful she is for staff and the commission. She added that there will be only one meeting in November and one in December.

Ms James introduced Jan Cameron who updated the Commission on the following: **Human Services Administration** – The Human Services Division is planning and will be bringing information to the commission to support and promote the Earned Income Tax Credit program to low and moderate households in Scottsdale. For households earning wages of \$34,178 or less, this program can provide a refund of up to \$4,140. Volunteer tax preparers are needed for the program from January to April 2004; to volunteer please call (480) 312-2464. This quarter's "Helping Hands" cable show features several interesting stories of community giving in Scottsdale. Please tune in to Channel 11 at 1:00 pm and 8:00 pm every Monday. The

Scottsdale Faith Community will be hosting an interfaith Thanksgiving service called "Scottsdale Gives Thanks - A Community Celebration" on Tuesday, November 25 at 7 pm at Temple Beth Israel, 10460 N. 56th Street. Donations made at this service will benefit Vista del Camino Emergency Services. **Civic Center Senior Center** - There are volunteers needed for our intergenerational Reading Program (Yavapai Elementary) and/or Pen Pal Program (Hohokam Elementary). Make a difference in the lives of our youth and improve the quality of your own life. Call Donna at 312-2375 on how you can get involved. The annual Senior Center Arts & Crafts Fair will be held on Saturday, November 22 from 9 am to 3 pm. On November 21, the Annual Thanksgiving dinner will be held with the seniors at the Civic Center Senior Center.

Community Assistance Office – As of November 1, 2003, 653 individuals and families are receiving housing assistance from the Section 8 Program, representing an increase of 43 families from last year's November 2002 610 families. Currently, there are 90 clients on the Waiting List, 20 pulled from the Waitlist and are going through the eligibility process. As of November 2003, 10 Residential Rehabilitations were completed with eight rehabs under construction. In addition, 12 Emergency Rehabilitations have been completed assisting Scottsdale residents. Currently, 24 applicants are on the Housing Rehabilitation wait list, with an approximate wait of 12 to 18 months. The Community Assistance Office will be host at a Fair Housing Seminar on Tuesday, November 18, 6:30 pm – 8 pm at the Civic Center Senior Center. Sandy Fagan, from the Southwest Fair Housing Council will be the presenter. Weekly Resume workshops are provided at the One Stop Center at Vista: Thursday, November 6, 1:00-3:00 pm; and Thursday, November 20, 11:00-1:00 pm. **Paiute Neighborhood Center** –

The Paiute staff and the Scottsdale Police department collaborated for the third year to hold a car seat installation and safety check day on Saturday, October 19 at the center. This event focused on making sure children left more secure than when they arrived by providing 27 car seats. The Ready to Learn program at Paiute continues with a new focus on young parents under the age of 20. The program began Wednesday, October 29 from 6-7:30 pm and will continue each Wednesday through December 10. Additional day and evening sessions will be held again in January for all ages. The Motherhead Program, in cooperation with the Scottsdale Prevention Institute and the Scottsdale Public Library, began on October 30 and will continue through Thursday, December 18 with weekly 1½-hour meetings. The Motherhead program provides guided facilitation of pre-selected bi-lingual children's books with mothers, who then read the books with and to their children, reinforcing the importance of reading and literacy at an early age while enhancing the literacy of many of the mothers. The program provides books to the parents free of charge that they may keep. **Via Linda Senior Center** – Intergenerational Tutoring began on October 28. A change in policy by the Scottsdale School District regarding the public distribution of fliers resulted in initial slow enrollment. The administration of Laguna School was very cooperative in getting information to students, parents and faculty; currently enrollment is at 33 students matched up with 22 Tutors. Anyone who is interested in tutoring is encouraged to contact the Via Linda Senior Center. In collaboration with the Scottsdale Police Department and Citizen and Neighborhood Resources staff, a Series of Safety for senior workshops have been scheduled: *Cons & Frauds*; (12/9) and *Personal Safety* (1/8). All programs are held at Via Linda, beginning at 10 am. **Vista del Camino** - Vista del Camino is seeking donors and volunteers for the annual Adopt a Family Program. Please call 480-312-2323 for more information. Vista has been very busy addressing the needs of people struggling with the long hot summer and high utility bills. In July, August and September Vista provided 297 households with \$60,200 in utility assistance. This was \$12,728 more dollars and 23 more households than last year during the same time. On November 5, Scottsdale Community College Student Leadership Forum teamed with Coronado High School art classes to sponsor an "Empty Bowl" fundraiser to benefit Vista del Camino. Empty handcrafted bowls were

purchased for a minimum donation of \$5.00. **Youth and Family Services** – Youth Service staff continue to provide information on the city's *Ready to Learn* (RTL) initiative. New Spanish version brochures were distributed recently to several city sites in time for *Ready to Learn* month. Staff presented on RTL at the Civic Center Library and received positive feedback. If any citizens are interested in receiving more information on RTL, just call Youth and Family Services at 480-312-7922. The Scottsdale Mayor's Youth Council is starting with 47 high school youth. The group has attended an orientation meeting, and met with Jeff Kulaga, Executive Assistant to Mayor Mary Manross. The November meeting will be held at Vista del Camino, where they will receive an overview of social services provided by the city, as well as receive some "hands on" opportunities. A survey is underway to determine gaps as they relate to school age care, both before and after school. This survey was distributed to all City of Scottsdale employees, and will be available to other local city employees.

Vice-chair Bachmann remarked on an article he had read about Vista del Camino having only one turkey for their annual Adopt-A-Family program and that they really need turkeys for Thanksgiving.

OPEN CALL TO THE PUBLIC

Chairwoman Fausel made an open call to the public for comments/questions/ announcements or other business. There were no replies.

ADJOURNMENT

With no further business to be brought before the commission, Chairwoman Fausel asked for a motion to adjourn the meeting. Commissioner Coudroglou moved to adjourn the meeting and Commissioner Reid seconded. The motion carried unanimously and the meeting adjourned at 7:00 pm.

Respectfully submitted by Mary Beth Hollmann, Recording Secretary.

Meets established criteria.

Connie James
Director, Human Services